

FIG. 1

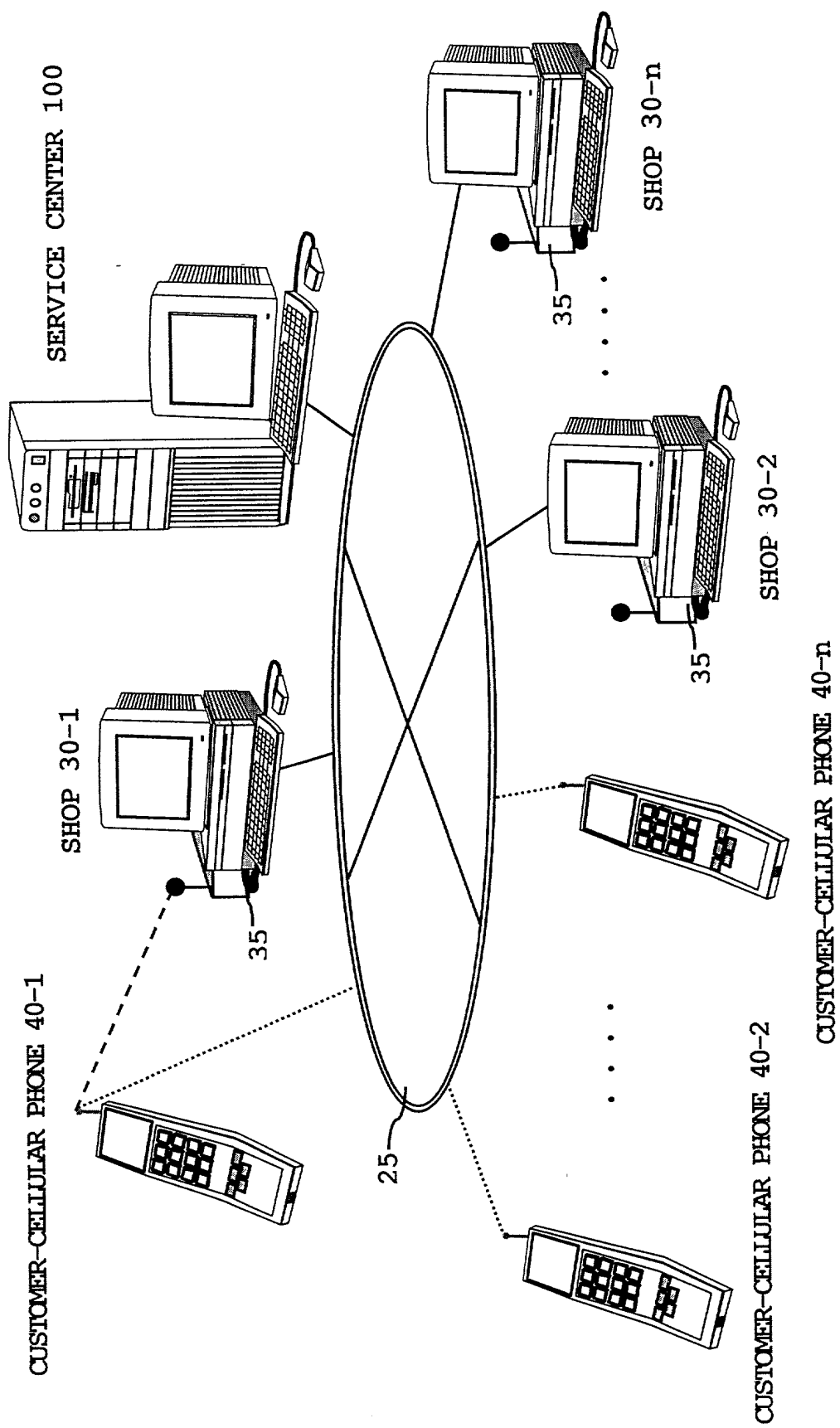
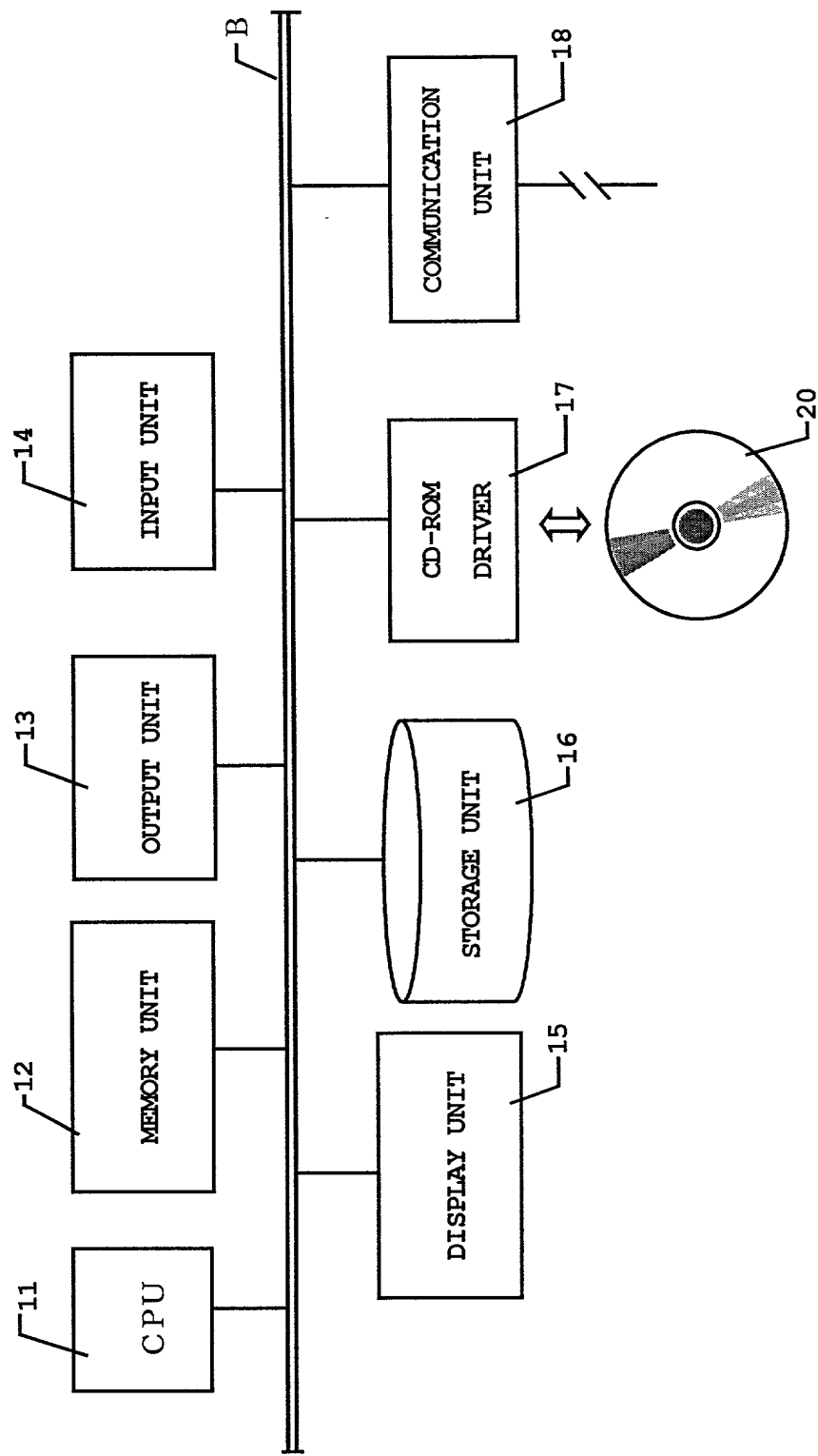


FIG. 2



# FIG.3

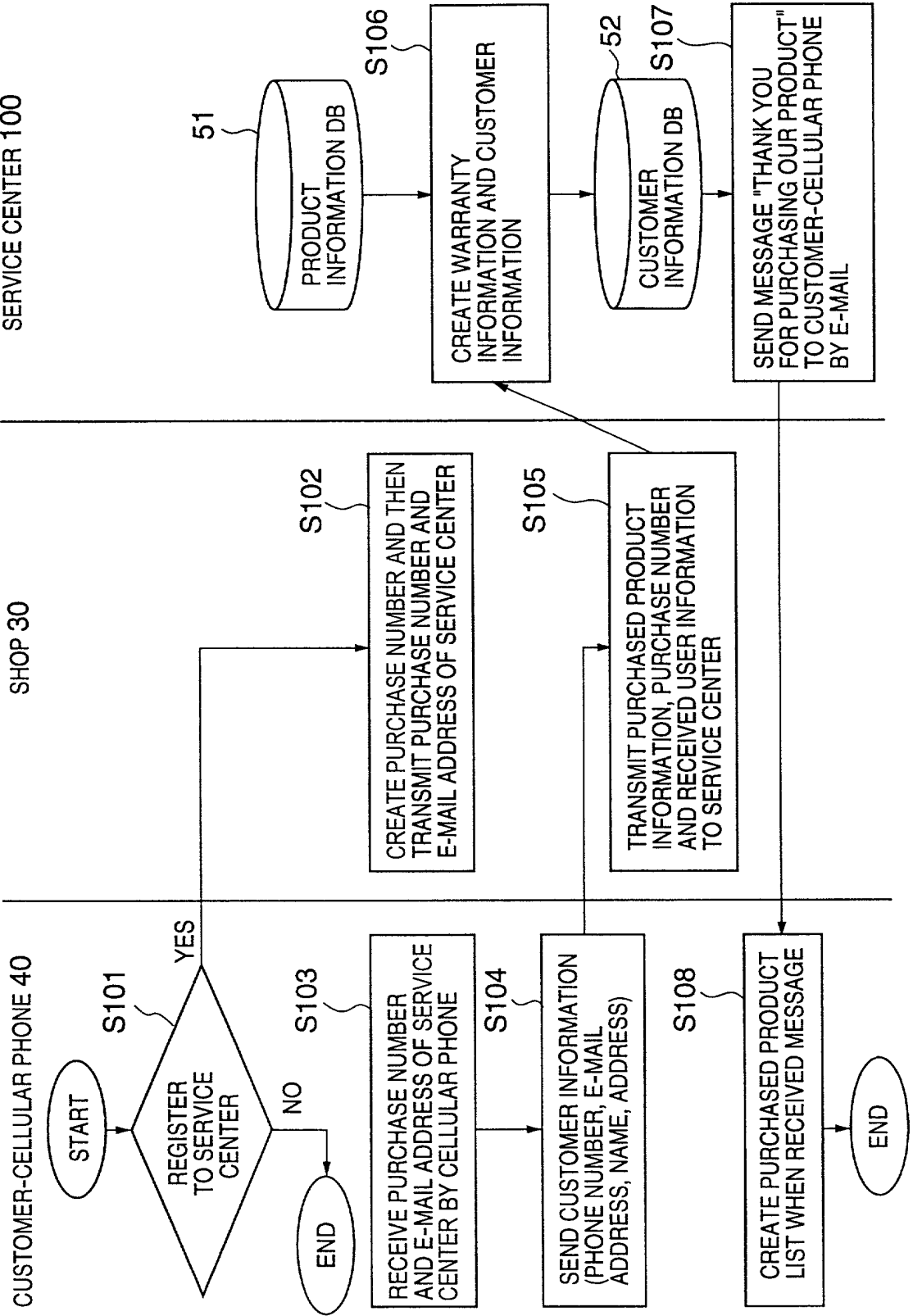


FIG.4

60

PURCHASED PRODUCT LIST (090-1111-1111)

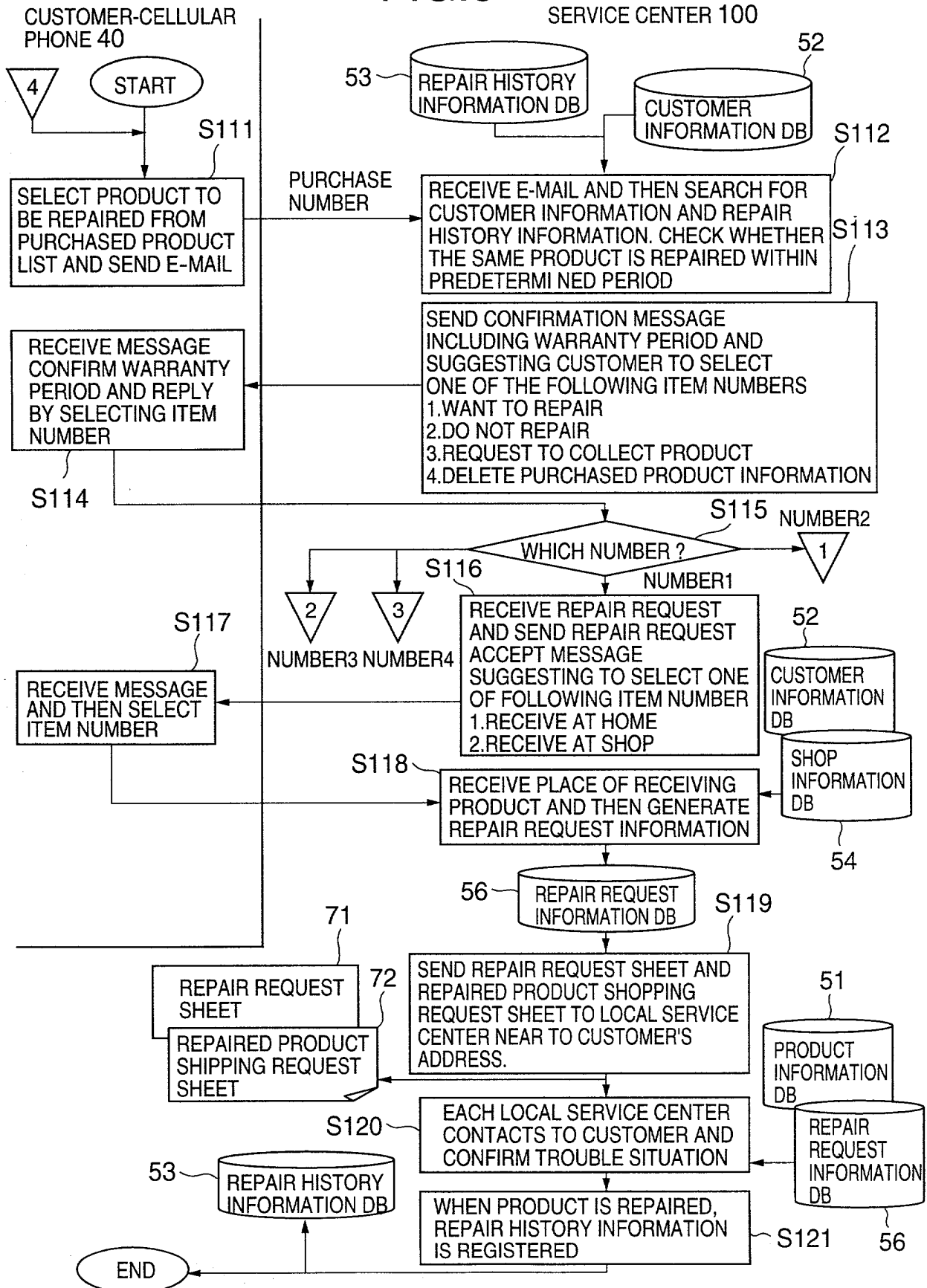
01 MAKER H TV SET RH-HF0002

AAAAAA00000011 hhh@hhh.co.jp

02 MAKER F RADIO-CASSETTE AA-EDH01

BBBBBB00000011 fff@fff.co.jp

# FIG.5



# FIG.6

CUSTOMER-CELLULAR  
PHONE 40

SERVICE CENTER 100

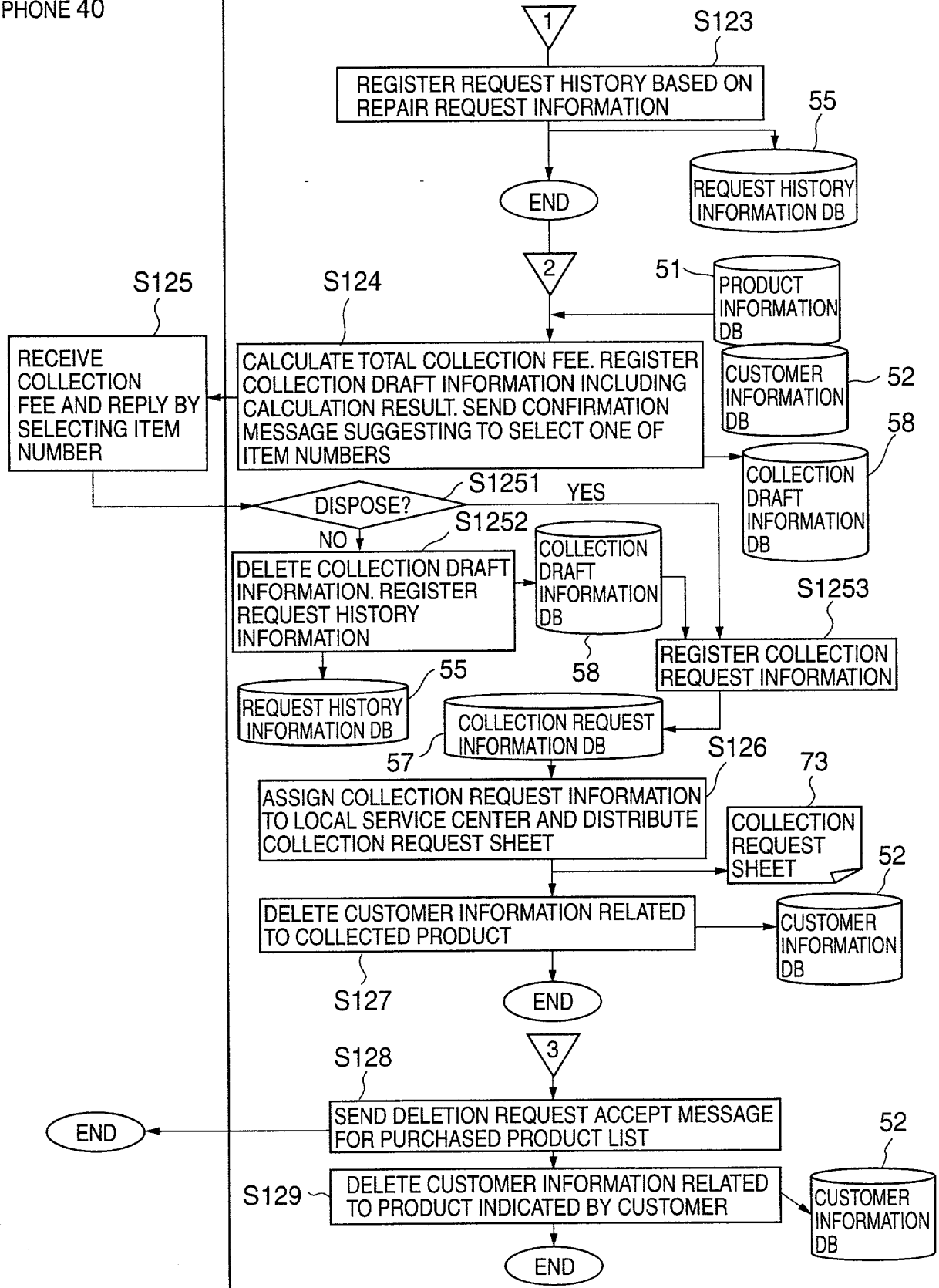


FIG.7

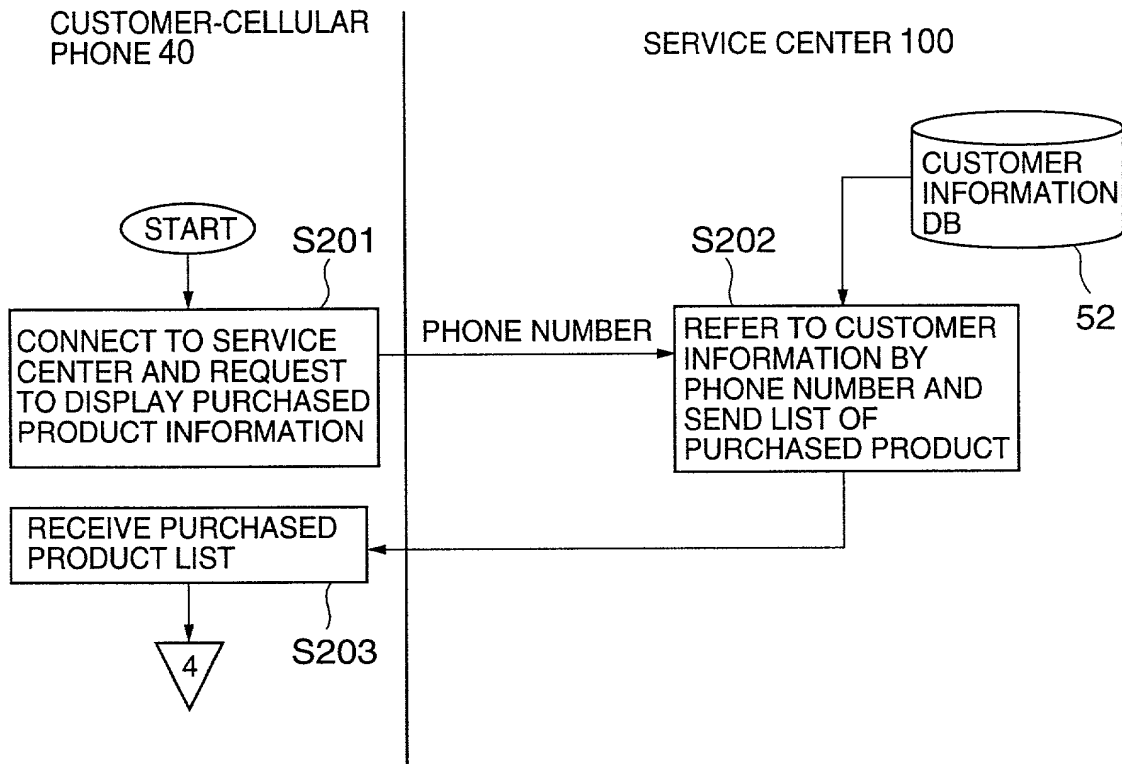


FIG.8

REPAIR REQUEST SHEET 71

|   |                 |              |                 |                        |                       |
|---|-----------------|--------------|-----------------|------------------------|-----------------------|
| REPAIR REQUEST SHEET  |                 |              |                 |                        | ISSUE DATE:10/09/2000 |
| (AAAAAA00000011)  |                 |              |                 |                        |                       |
| SIR   |                 |              |                 |                        |                       |
| REPAIR SHOP A   |                 |              |                 |                        |                       |
| 10-2, NOGI, AOMORI-SHI, AOMORI-KEN                              |                 |              |                 |                        | } 711                 |
| 017-XX-5555   |                 |              |                 |                        |                       |
| PLEASE REPAIR THE FOLLOWING PRODUCT (S).                        |                 |              |                 |                        |                       |
| -----   |                 |              |                 |                        |                       |
| REPAIR REQUEST PRODUCT  |                 |              |                 |                        | } 713                 |
| MAKER   | MANUFACTURE No. | PRODUCT NAME | WARRANTY PERIOD | REPAIRED BEFORE OR NOT |                       |
| MAKER H   | RH-HF0002       | TV SET       | 01/07/2001      | NOT                    |                       |
| -----   |                 |              |                 |                        |                       |
| CUSTOMER INFORMATION  |                 |              |                 |                        | } 715                 |
| FUJI, Michiko 10-10, NOGI, AOMORI-SHI, AOMORI-KEN 090-1111-1111 |                 |              |                 |                        |                       |

FIG.9

REPAIRED PRODUCT SHIPPING  
REQUEST SHEET 72

|   |  |                       |
|---|--|-----------------------|
|   |  | ISSUE DATE:10/09/2000 |
| REPAIRED PRODUCT SHIPPING REQUEST SHEET<br>(AAAAAA00000011) |  |                       |
| TO :  |  |                       |
| ADDRESS : 10-10, NOGI, AOMORI-SHI, AOMORI-KEN               |  | } 721                 |
| NAME : FUJI, Michiko  |  |                       |
| PHONE : 090-1111-1111                                       |  |                       |
| PRODUCT MAKER H TV SET RH-HF0002                            |  | } 723                 |
| -----   |  |                       |
| FROM :  |  |                       |
| ADDRESS : 10-2, NOGI, AOMORI-SHI, AOMORI-KEN                |  | } 725                 |
| NAME : SHOP A   |  |                       |
| PHONE : 017-XX-5555   |  |                       |

FIG.10

COLLECTION REQUEST SHEET 73

COLLECTION REQUEST SHEET

(AAAAAA00000011)

SIR

COLLECTION SERVICE XXXX

10-2, NOGI, AOMORI-SHI, AOMORI-KEN

017-XX-5555

731

PLEASE COLLECT AND DISPOSE THE FOLLOWING PRODUCT

COLLECTION PRODUCT

| MAKER NAME | MANUFACTURE No. | PRODUCT NAME | COLLECTION FEE |
|------------|-----------------|--------------|----------------|
|------------|-----------------|--------------|----------------|

|         |           |        |       |
|---------|-----------|--------|-------|
| MAKER H | RH-HF0002 | TV SET | ¥3000 |
|---------|-----------|--------|-------|

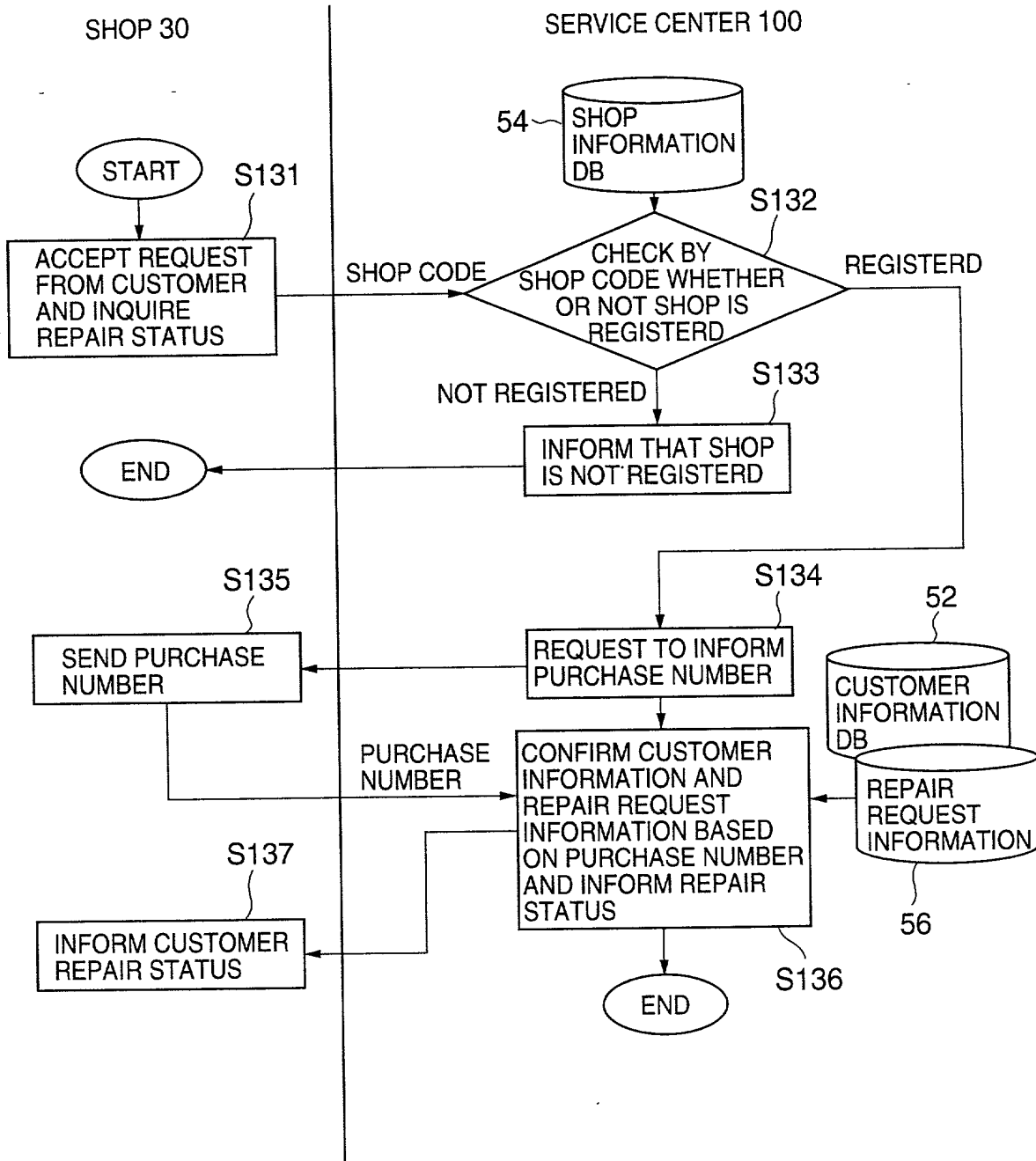
733

CUSTOMER INFORMATION

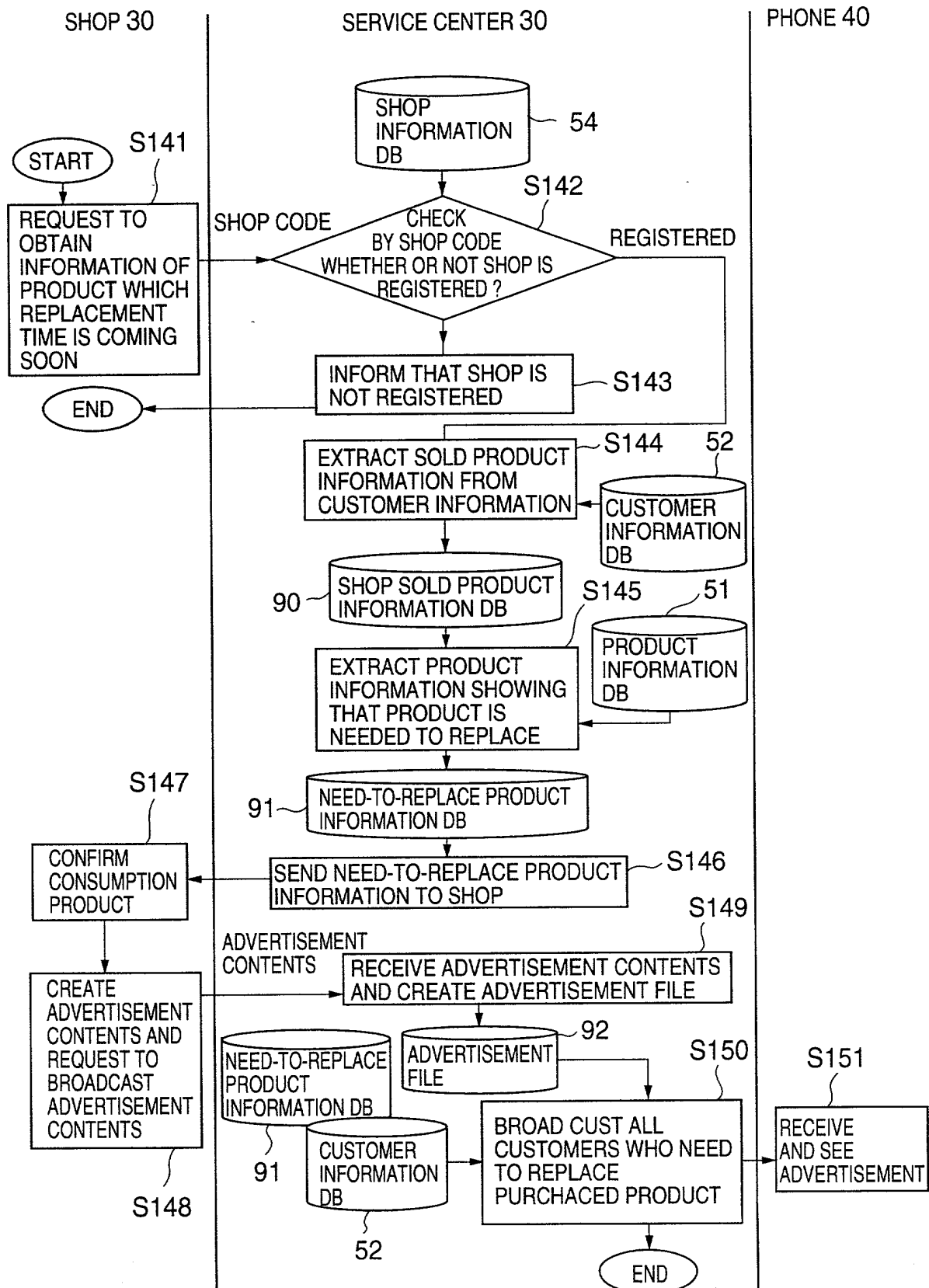
FUJI, Michiko 10-10, NOGI, AOMORI-SHI, AOMORI-KEN 090-1111-1111

735

# FIG.11



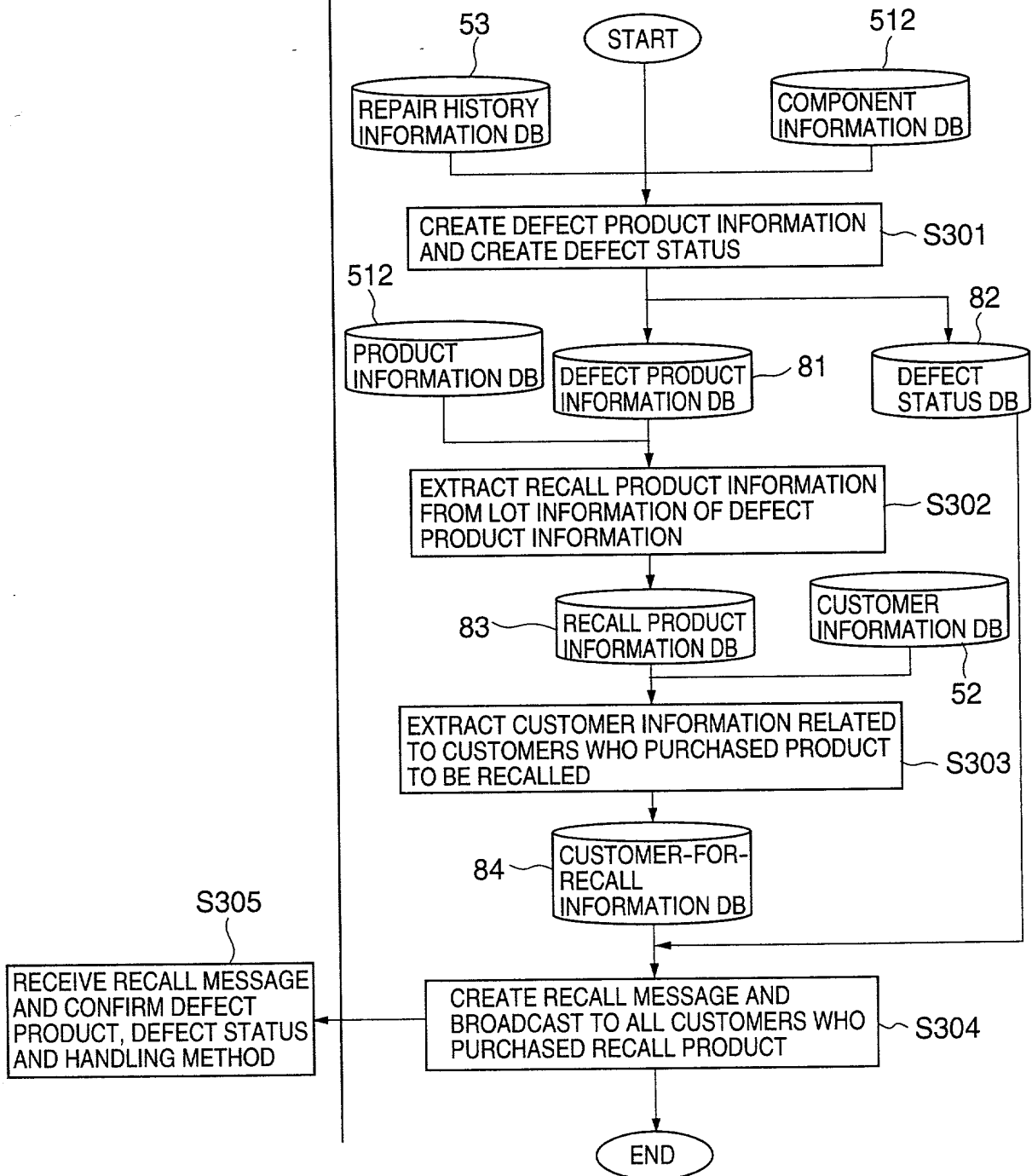
# FIG.12



# FIG.13

CUSTOMER-CELLULAR  
PHONE 40

SERVICE CENTER 100



PRODUCT INFORMATION DB 51

FIG.14A

| No. | MANUFACTURE<br>NUMBER | PRODUCT<br>NAME    | WARRANTY<br>PERIOD | REPLACEMENT<br>TIME | COLLECTION<br>FEE | LOT<br>INFORMATION | MANUFACTURED<br>DATE | MAKER<br>NAME | MAKER E-MAIL |
|-----|-----------------------|--------------------|--------------------|---------------------|-------------------|--------------------|----------------------|---------------|--------------|
| 1   | RH-HF 0002            | TV SET             | 1 YEAR             | 6 YEARS             | 3000              | AA00001            | 19990510             | MAKER H       | hhh@hhh.cojp |
| 2   | AA-EDH01              | RADIO-<br>CASSETTE | 1 YEAR             | 8 YEARS             | 1000              | BB00002            | 19991015             | MAKER F       | fff@fff.cojp |
| 3   | DD-AC010              | REFRIGERATOR       | 2 YEARS            | 7 YEARS             | 5000              | CC00001            | 19990708             | MAKER G       | ggg@ggg.cojp |

COMPONENT INFORMATION DB 512

FIG.14B

| No. | COMPONENT<br>NUMBER | COMPONENT<br>NAME | LOT     | MANUFACTURED<br>DATE |
|-----|---------------------|-------------------|---------|----------------------|
| 1   | AAA01-01            | BASIC BOARD       | DD00001 | 20000323             |
| 2   | BBB01-01            | MAIN BOARD        | GG00001 | 20000323             |
| 3   | CCC01-01            | TUNER             | AA00001 | 19990510             |
| 4   | CCC01-01            | TUNER             | AA00010 | 19990610             |
| 5   | CCC01-01            | TUNER             | AA00020 | 19990710             |

FIG.15A

CUSTOMER INFORMATION DB 52

| No. | PURCHASE<br>NUMBER | MANUFACTURE NUMBER |                       | DEVICE<br>ADDRESS | PURCHAED<br>DATE | WARRANTY<br>PERIOD | CELLULAR<br>PHONE<br>NUMBER | PHONE<br>E-MAIL | NAME             | ADDRESS                                   |
|-----|--------------------|--------------------|-----------------------|-------------------|------------------|--------------------|-----------------------------|-----------------|------------------|---|
|     |                    | PRODUCT<br>NUMBER  | MANUFACTURE<br>NUMBER |                   |                  |                    |                             |                 |                  |   |
| 1   | AAAAAA00000011     | TV SET             | RH-HF0002             | 1234567           | 20000701         | 20010701           | 090-1111-1111               | a@xxx.cojp      | Fuji,<br>Michiko | 10-10, NOGI,<br>AOMORI-SHI,<br>AOMORI-KEN |
| 2   | AAAAAA00000011     | RADIO-<br>CASSETTE | AA-EDH01              | 1234568           | 20000801         | 20010801           | 090-1111-1110               | a@xxx.cojp      | Fuji,<br>Michiko | 10-10, NOGI,<br>AOMORI-SHI,<br>AOMORI-KEN |
| 1   | AAAAAA00000011     | REFRIGE<br>-RATOR  | DD-AC010              | 2345678           | 20000701         | 20010701           | 090-1111-1112               | bbb@ccc.cojp    | Fuji,<br>Fujio   | ODATE-SHI,<br>AKITA-KEN                   |

WARRANTY INFORMATION

FIG.15B

SHOP INFORMATION DB 54

| No. | SHOP<br>ICOOD | SHOP NAME | SHOP PHONE NUMBER | E-MAIL     | ADDRESS                         |
|-----|---------------|-----------|-------------------|------------|---------------------------------|
| 1   | AAAAAA        | SHOP A    | * * * * *-1111    | a@xxx.cojp | NOGI, AOMORI-SHI,<br>AOMORI-KEN |
| 2   | BBBBBB        | SHOP B    | * * * * *-1234    | b@xxx.cojp | OHI,<br>SHINAGAWA-KU,<br>TOKYO  |

FIG.16

